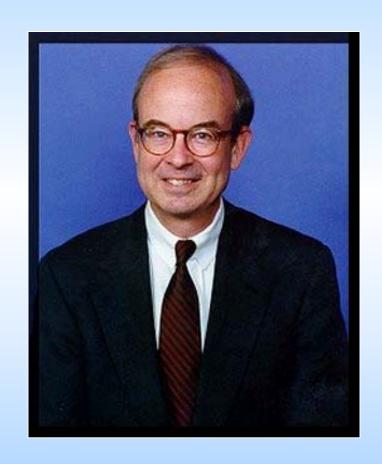


Virginia Call Center Facts & Figures

The Beginning



- In December 2000
 Representative Boucher from the 9th District of Virginia visits Travelocity Fort Worth
 - Discusses opportunity in Clintwood
 - Specifically the now vacant Nexus Call Center



Win Win Situation



Travelocity was looking to expand its customer service capabilities and needed to hire great employees

Clintwood had just lost an employer of 300 good people due to Nexus' rapid and unfortunate financial woes

The Plan



- With Representative Boucher's insights in hand we visited Clintwood
- Charles Yates of the Virginia Coalfield Economic Development Authority (VCEDA) and Charlotte Mullins of the Dickenson County Independent Development Authority (IDA) team up and bowl us over
- A relationship was cemented between Travelocity and the good folks of Virginia

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What We Found

- We were impressed with the insight of the communities who teamed up years earlier to foster new business growth
 - ➤ Realizing the need to expand from a resource based economy they set out to build Western Virginia's new economy
 - ➤ Training in high school and community colleges developed the talent pool we see today
 - ➤ These jobs benefit the community by offering a "local" future for residents



Grand Opening



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What We Invested

- To date we have committed hundreds of thousands of dollars to this operation
 - Staff payroll
 - ➤ Infrastructure and technology assets
 - Utilization of local vendors where possible to help us operate our facility
 - Hundreds of hotel nights and other travel related expenses
- The financial support of VCEDA and the IDA made this financial model work for our shareholders

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Just A Beginning

- We look forward to working together for years to come
 - ➤ The addition of child care facilities will continue to make Technology Park the employer location of choice for years to come
 - Aggressive incentives will keep new companies looking as well
 - Diversification is a key to success
 - Balance potential employee base with saturation

The Call Center



